

Outreach

The Public Service Commission is available to provide outreach in the form of presentations, educational workshops, training sessions, as well as distribute information to a variety of deaf, hard of hearing, hearing, and speech-disabled groups in Utah. In order to obtain information or schedule an outreach presentation, please contact the PSC toll-free at **1-866-772-8824** (V/TTY).

For more information about services and how to obtain equipment applications, please visit the Relay Utah website at www.relayutah.gov or call the Utah Public Service Commission at **(801) 530-6638** or at **1-866-772-8824** (toll free).

Spanish Relay

Llama al 711

Speech to Speech

Call 711

CapTel Relay Service

1-877-243-2823 - Voice to CapTel



Relay Utah, Public Service Commission
Heber M. Wells Building, 4th Floor
160 East 300 South • Salt Lake City, UT 84111
1-866-772-8824 • www.relayutah.gov

When every word is important





Don't miss a single one

Relay Utah – Your communication solution

Relay Utah began in 1989 as a telephone service allowing people with hearing and speech disabilities to make and receive telephone calls. This program is administered by the Utah Public Service Commission and funded by a 10¢ surcharge on telephone landlines.

Today, Relay Utah assists residents who are deaf, deaf-blind, hard of hearing, and speech disabled to communicate with each other and the rest of the world. Through the program, specialized equipment is loaned to qualifying state residents at no cost. Relay Utah also provides communication “relay” services over the telephone, the Internet, by video, and on mobile devices.

Equipment and services for the hard of hearing

Amplified Phones

- Adjustable volume and tone
- Eliminates background noise
- Large keypad buttons
- Hearing aid compatible
- Hands-free speakerphone
- Caller ID



Captioning Telephones (CapTel™)

- Ideal for those who cannot hear on an amplified telephone
- Includes a display to read the caller's words
- Functions also as a traditional telephone
- Caller ID



Two-Line CapTel Service

- Callers dial your phone number directly
- Eliminates the need for separate telephone numbers
- Speak and hear directly over one telephone line while reading captions on the second line

Web CapTel Service

- No special equipment necessary
- Simply talk on the telephone while viewing the captions on a web browser:
www.web.hamiltoncaptel.com
www.sprintcaptel.com

Wireless CapTel Service

- Wireless version of CapTel
- Listen to the caller on a wireless line (e.g. cellular phone) while reading the captions on a second line/device

Mobile Devices

- Unlimited email, Internet access, and instant messaging
- Access to Internet Protocol (IP) Wireless Relay Service
- Data or Data/Voice Plans
- Wireless form of communication





Equipment and services for the deaf

Mobile Services

See previous panel (Mobile Devices for Hard of Hearing)

Video Relay Service (VRS)

Hamilton VRS – www.hamiltonvrs.com

Utah Video Relay Service – www.utvrs.com

Sorenson VRS – www.sorensonvrs.com

- Experienced video interpreters available 24/7
- Online help with live customer service
- Receive videomail messages
- No domestic long distance charges

Internet Protocol Relay (IP Relay)

Hamilton IP Relay – www.hiprelay.com

Sorenson IP Relay – www.siprelay.com

Sprint IP Relay – www.sprintip.com

- Easy call set up
- Language preferences
- Customize background color, window size, and text options
- High-speed Internet access not required
- No domestic long distance charges
- IP Relay Service now available on Facebook:
www.sprintrelay.com/facebook/index.htm

Equipment and services for the speech disabled

- Speech to Speech
- Hearing Carry Over
- Hands-free speakerphones



☐ **YES**, I would like a Relay Utah equipment application.

Name: _____

Address: _____

Phone number: _____

Best time to call: ☐ a.m. ☐ p.m.

Email address: _____

I would like further information about:

My preferred method of being contacted is:
(check one)

☐ By mail ☐ By phone ☐ By email





PLACE
STAMP
HERE

RELAY UTAH
UTAH PUBLIC SERVICE COMMISSION
HEBER M WELLS BUILDING 4TH FLOOR
160 EAST 300 SOUTH
SALT LAKE CITY UT 84111